

RHODE ISLAND

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2003

Total Number of Fraud and Identity Theft Complaints from Rhode Island Consumers = 1,500



Fraud Complaints from Rhode Island Consumers = 963

Top Fraud Complaint Categories for Rhode Island Consumers

| Rank | Top Categories | Complaints | Percentage ¹ |
|------|--|------------|-------------------------|
| 1 | Internet Auctions | 311 | 32% |
| 2 | Shop-at-Home/Catalog Sales | 181 | 19% |
| 3 | Internet Services and Computer Complaints | 82 | 9% |
| 4 | Prizes/Sweepstakes and Lotteries | 75 | 8% |
| 5 | Advance-Fee Loans and Credit Protection/Repair | 65 | 7% |

¹Percentages are based on the total number of fraud complaints from Rhode Island consumers (963).

Amount Paid Reported by Rhode Island Consumers

| Total No. of Complaints | Total Amount Paid Reported | Total Complaints Reporting Amt Pd | Percentage of Complaints Reporting Amount Paid | Average Amount Paid ² |
|-------------------------|----------------------------|-----------------------------------|--|----------------------------------|
| 963 | \$943,653 | 773 | 80% | \$1,221 |

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Rhode Island consumers (773).

Top Rhode Island Consumer Locations for Fraud Complaints

| Consumer City | No. of Complaints |
|---------------|-------------------|
| Providence | 200 |
| Warwick | 141 |
| Cranston | 69 |
| Pawtucket | 41 |
| Coventry | 34 |



Identity Theft Complaints from Rhode Island Victims = 537

Identity Theft Types Reported by Rhode Island Victims

| Rank | Identity Theft Type | No. of Victims | Percentage ¹ |
|------|--|----------------|-------------------------|
| 1 | Credit Card Fraud | 218 | 41% |
| 2 | Phone or Utilities Fraud | 128 | 24% |
| 3 | Bank Fraud ² | 76 | 14% |
| 4 | Employment-Related Fraud | 45 | 8% |
| 5 | Loan Fraud | 37 | 7% |
| 6 | Government Documents or Benefits Fraud | 34 | 6% |
| | Other | 103 | 19% |
| | Attempted Identity Theft | 44 | 8% |

¹Percentages are based on the 537 victims reporting from Rhode Island. Percentages add to more than 100 because approximately 21% of victims from Rhode Island reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Rhode Island Identity Theft Victim Locations

| Victim City | No. of Victims |
|-------------|----------------|
| Providence | 146 |
| Warwick | 61 |
| Pawtucket | 28 |
| Cranston | 27 |
| Woonsocket | 15 |